



HSPD-12 NEWSFLASH



SUBJECT: Updating LincPass Using Activation Station

In order to complete a certificate update (either for a certificate about to expire rekey or an update such as a change to Work Email address), Credential Holders must visit a USAccess Activation station (Fixed or Light), and bring their PIN and LincPass credential. Use the USAccess Center Locator tool on the USAccess Website (fedidcard.gov) to find a fixed credentialing center near you.

To schedule an appointment at a fixed Activation station, please schedule an appointment through GSA's online Scheduling tool: <https://www.schedulemsp.com/tc/login.do?url=10001>. Alternatively, your agency may direct you to a Light Activation station. Please know, Light Activation stations will not be listed in GSA's online Scheduling tool, and you will need to work with your Agency HSPD-12 POC to schedule an appointment through a Light Activation station.

Follow the directions below to update your credential.

Credential Holders who know their PIN:

1. Using an Unattended Activation workstation, click on the Unattended Activation icon on the workstation Desktop.
2. Follow the prompts.
3. Insert the credential into the card reader. Make sure the Credential is inserted all the way into the reader. The lights on the card reader should blink. Wait for the blinking to stop.
4. The system automatically detects that a card update is available and the Credential Holder is prompted for the credential PIN.
5. Enter the PIN.
6. The system completes the request within a few minutes. When the update is complete two buttons are presented, **Done** and **Continue**. Press **Done** to end the update session. Press **Continue** to have the option to reset your PIN.
7. Remove the credential when the update is complete.

Credential Holders who do not know their PIN:

1. Updating your credential when you do not know your PIN will require the assistance of an Activator. Some centers may require an appointment for this service to ensure an Activator is available to assist you. Before traveling to the Center, check to see if the Center your plan to visit requires an appointment for Attended Activation.
2. When the Credential Holder arrives at the activation station, the Activator (or Registrar) will assist the Credential Holder with his or her PIN reset. This step requires a call to the USAccess Help Desk and may take several minutes. Please plan accordingly.
3. Once the PIN is reset, the Credential Holder can proceed with the Card Update process via Unattended Activation (alone) or Attended Activation (with Registrar/Activator). Use the instructions listed above for "Credential Holders who know their PIN".

Unfortunately, the Self Service Password Reset Portal does not allow Credential Holders to reset their PIN if an existing update request exists for their credential. Credential Holders with pending updates who use the Self Service Password Reset Portal still receive an email with a one-time Activation password, but they will not be able to use it to reset their PIN.

Look for additional information in the future for “self-service” approach from your desktop or notebook computer, taking advantage of your PIV card reader and middleware.

If you have any questions regarding this Newsflash please contact the USDA HSPD-12 helpdesk.

USDA HSPD-12 Website: <http://lincpass.usda.gov>

Contact the USDA HSPD-12 Help Desk:

Toll Free: 1-888-212-9309

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